



Here we grow again.



NEW OPPORTUNITY

MasterBUILT® Hotels develops, builds, manages and invests in best-in-class limited service hotels across Canada. We live and breathe hotels... developing more than pretty much anyone else in North America. Being an industry leader means we are always in search of and investing in the development of talented people with a passion for delivering exceptional service, a desire to learn and grow, and a 'Get 'Er Done' attitude.

Microtel Inn & Suites by Wyndham is an all new construction, limited service hotel brand targeting the midscale segment of the market. Part of the Wyndham Hotel Group family of brands, Microtel has won the JD Power & Associates award for top guest satisfaction in its segment 12 of the past 13 years – an unprecedented achievement in any industry – and has consistently been rated #1 in its segment for RevPAR market penetration in the U.S. (based on STR data).

Within Canada, Microtel is the fastest growing new construction brand in the country with over 40 new hotels scheduled to open by 2018. Microtel's rapid growth is backed by the strength of MasterBUILT® Hotels' commitment to develop at least 75 Microtel hotels by 2036, making it one of the most dynamic new brands to ever enter the Canadian marketplace.

NEW OPPORTUNITY: GUEST SERVICES SUPERVISOR Microtel Inn & Suites Whitecourt, AB

The **Guest Services Supervisor** is responsible for assisting the Guest Service Manager and General Manager in the overall profitable management of the property in all departments which includes room rentals, meeting room and boardroom rentals. He/she is also responsible for marketing, establishing community relations, record keeping, and employee staffing and training, inventory control and maintaining the physical plant. The **Guest Services Supervisor** will follow all safety and security procedures to ensure safety for the property, guests and employees.

This position requires the ability to be flexible with hours of work, as shifts will include early mornings, late evenings and weekends.

RESPONSIBILITIES:

- Acts as the property manager on duty when assigned to do so
- Respond appropriately to guest complaints and maintain positive guest relations at all times
- Assist the Guest Services Manager and General Manager and ensures that all reports of revenue, expenses, guest volume, labor, personnel, payroll, and assets are maintained
- Monitor the property management system
- Participate in site sales, sales and marketing activities and site inspections
- Ensure each new employee goes through a complete orientation to include viewing of all the different room types, all the different departments, and has been given all the training required to fulfill the position hired for
- Provides on-going training for all front desk personnel
- Assist the Guest Services Manager and General Manager to ensure that all policies, procedures, federal, provincial and local laws are complied with regard to personnel, security, cash handling, guest relations, safety, etc.
- Perform any additional duties or responsibilities as delegated by the Guest Services Manager.

- Work in conjunction with the Revenue Manager (Guest Services Manager and General Manager) to maximize revenues

QUALIFICATIONS:

- A High School Diploma or GED required, diploma in Hospitality Management considered an asset
- A minimum of 2 years' experience in the hotel industry, demonstrating progression with each career move
- A minimum of 1 year in a leadership capacity – references must be able to present clear examples of how you have gained respect, set goals and held employees accountable for their actions
- Superior written and verbal communication skills
- Excellent customer service and interpersonal skills
- Ability to set and monitor goals and provide status updates as required
- Ability to set priorities for self and others in the hotel
- Project planning capabilities coupled with time management and organization techniques

MASTERBUILT OFFERS:

- A compensation package that provides incentives and rewards performance
- A flexible benefits package that supports various personal/family situations and work environments
- A rewarding corporate culture that fosters a positive team and family spirit
- A cooperative management team that is strategic and forward thinking
- A fast paced environment with opportunities for advancement

TO APPLY:

To apply send all resumes to careers@elevatedhr.com. We thank all applicants for their submissions, but only those deemed qualified by our hiring manager will be contacted. No phone calls please.

Please note Labour Market Impact Assessment (LMIAs) are not supported for this position. Legal entitlement to work in Canada is required.